



如何投诉或提出意见

我们的投诉和提出意见的程序

如果我们未能达到我们的服务承诺，那么我们希望听到您的意见。您的经历有助于我们更好地为大家服务。

我们的目标是尽快处理您的投诉或提出的意见。

如果您的投诉比较复杂，在您第一次跟我们联系的时候无法圆满处理，那么可能会将其转给一名专门处理投诉的官员。

如何投诉或提意见

解决投诉最迅速的方法是打电话给我们的 Feedback and Complaints line（反馈与投诉热线），号码是 **1800 132 468**。

如果您需要口译员，您可以用您自己的语言跟我们通话。

- Centrelink 的服务与付款 **131 202**
- Medicare 与 Child Support 服务 **131 450**

您还可以给我们写信：

- 网上发送 humanservices.gov.au/feedback
- 邮寄 DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

我们对您的要求是：

- 提供有关投诉的详细情况
- 告诉我们您想要的结果
- 提供联系电话
- 尊重我们的工作人员，有礼貌
- 提供完整、准确和及时的信息

我们在收到您的投诉以后，就会采取下列行动：

- 尽快回复。一般会在 5 个工作日内给您回复，在 10 个工作日内处理您的投诉。
- 让您了解投诉的进展；如果我们需要更多的时间，那么也会通知您。

如果我们无法处理您的投诉

那么您可以采用下列任何一种方式投诉：

- 假如您认为自己受到不公平或不合理对待，可以向 Commonwealth Ombudsman 投诉。
- 如果您的投诉涉及到对您的个人信息的处理，可以向 Office of the Australian Information Commissioner 投诉。



How to make a complaint or provide feedback

Our complaints and feedback process

If we haven't met our service commitments, we want to hear from you. Your experience can help us improve our service for everyone.

We aim to resolve your complaint or feedback as soon as possible.

If your complaint is complex and unable to be finalised when you first contact us, it may be referred to a specialist complaints officer.

How to make a complaint or provide feedback

The quickest way to resolve your complaint is to call us on our Feedback and Complaints line **1800 132 468**.

If you require an interpreter, you can speak to us in your own language

- Centrelink services and payments **131 202**
- Medicare and Child Support services **131 450**

You can also write to us either:

- online at humanservices.gov.au/feedback
- by post to, DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

We ask that you:

- provide details of your complaint
- tell us your preferred outcome
- provide a contact phone number
- be respectful and courteous to staff
- provide complete, accurate and timely information

After we receive your complaint, we will:

- respond to you as quickly as possible. Generally we will respond to you within 5 working days and resolve your complaint within 10 working days
- keep you informed of the progress of your complaint or inform you if we need more time

If we are unable to resolve your complaint

You can lodge a complaint with either:

- the Commonwealth Ombudsman, where you believe you were unfairly or unreasonably treated
- the Office of the Australian Information Commissioner, if your complaint relates to the handling of your personal information